

## OUR QUALITY POLICY STATEMENT

Countrystyle continues to invest in its facilities, equipment, and people to ensure quality products and services are delivered consistently across all its operations and activities. This is achieved by the operation of an effective Quality Management System that has gained ISO 9001: 2015 Certification.

The Board of Directors and all staff at Countrystyle are committed to delivering products and services that meet our customers' needs and expectations, whilst maintaining and understanding the impact of our activities in relation to our local communities.

In delivering this objective, we are focused on:

- Developing and enhancing our Quality Management System.
- Continually improving the effectiveness of our Quality Management System; and
- Delivering customer satisfaction.

## PROMOTING QUALITY THROUGHOUT COUNTRYSTYLE

Countrystyle promotes its policy of delivering quality products and services across all its business activities by:

- Operating an integrated management system certified to ISO 9001:2015;
- Ensuring that quality requirements are identified throughout all our activities, undertakings and operations through effective communication both internally to staff and externally with customers and 3<sup>rd</sup> party providers
- Providing sufficient resources to implement our Quality Policy, including by ensuring that staff have suitable skills and equipment to provide a quality service and product in accordance with best practice; and determining performance against our Quality Management System by internal auditing, review and rectification of non-conformances.

## QUALITY TARGETS FOR 2023 – 2024

- To operate within an integrated management system that meets the requirements of ISO 9001:2015 and seeks to prevent process loss such as adverse impacts on products and services and to identify risks and opportunities.
- Improved training of all operational staff as to the importance of quality end-products meeting clearly identified customer specifications and the impact of accepting feedstock that does not meet our own Waste Acceptance Criteria.
- To have zero overdue actions from IMS audits, Legal Compliance Audits and Accidents and Incidents.

## RESPONSIBILITIES

**Group Level:** The Directors and relevant Heads of Departments are responsible for the day-to-day management and control of Quality in the manufacture of products and delivery of services.

**Site Level:** Heads of Departments, Departmental Managers and Site Managers are responsible for the day-to-day management and control of operations at their own respective sites and departments.

**General:** All members of staff shall be responsible for the implementation of this Quality Policy.



**Martin Heathcote - Chief Executive Officer**

**1<sup>st</sup> September 2023**